MERCY MATTERS

MARCH 2022

In this month's issue...

Remembering Teina
Mercy farewells a beloved coworker and friend

Antonia's Story
"I had the best dad"

Making the most of every moment
Hayley McCarthy's wedding reception at Mercy Hospice

Lights to Remember
An unforgettable Christmas campaign

Mercy Hospice
Te Korowai Atawhai

Remembering Teina

In December last year, Te Korowai Atawhai Mercy Hospice suddenly lost one of its most dear and devoted family members, Teina Stewart. Today we share memories of our beloved coworker and how she positively impacted the lives of those she served and the cause she loved for over 27 years.

Here's a small selection of comments, pictures, and poems from those she worked with. There are far more we would have liked to include, but unfortunately space does not allow. We hope you observe a sense of the legacy and lasting impact Teina had on so many.

Teina was a wonderful support person during my years at Mercy Hospice. I admired her intelligence, fortitude, and above all her kindness. She encouraged me to be a better me. Teina took time out of her busy day, and we would go for walks at lunchtime, talking about all sorts, which I will remember fondly. I am missing her smile, hugs, and her beautiful singing voice at the waiata sessions. I look out the window to the paths and butterfly house that she had a hand in and think of her.

Sandi Cowie
Clinical Administrator

Teina – a hole now exists at Mercy Hospice without your beautiful warmth, gorgeous smile and caring nature. Although I only had the privilege of working with you this past year, I understood very quickly that you walked the talk and Mercy Hospice was a special place because of your presence. In fact, one of the reasons I took the role was I saw a passion in your eyes for Mercy that I had not seen in other interviews during my career. I knew it had to be a special place if a special person like you loved it. We will so miss you, and your memory will live on forever at Mercy.

Much love and light to you and your beautiful whānau.

Anna Baird
Head of Communications, Fundraising and Retail

I've had the absolute pleasure of working with Teina for the past eleven and a half years. When I think of Teina I still see her infectious smile, her warm eyes and kind words of encouragement and support. Not having her by my side is tough but I know she is still here guiding me, ever the diplomat with her great sense of humour. Teina brought a type of energy where you can be yourself. She embodied Mercy and I thank her for everything she did for me and the staff over the years from organising the building move, the weekend Marae trips, meals out which always ended up with us dancing and the endless Matariki and Te Waka Atawhai celebrations. No one will ever lead a Mercy Waiata like Teina, especially when she started off too high and we struggled to hit the high notes. Rest easy my friend.

Cheryl Kenwright
Head of People and Culture

There's a garden

filled with memories that blossom ever bright,
A place of sweet rememberings and lovely flowers of light,
A place that offers comfort when the ones we love depart,
A place of gentle promise called the garden of the heart.
Teina can only be physically gone but never the life lived, and the memories shared.
We have faith and we are strong.
May her soul rest in peace.

Denzil
Mercy Hospice Volunteer

"I read a quote that so reminds me of Teina: "Kindness begins where necessity ends" It's hard to figure out where necessity ended with Teina, she was all kindness. There was no "me" in Teina. She was all about other people and luckily for us, she was all about Mercy.

Every holiday, come what may, Teina was here, with no thought to her own needs. Every night before she left, it didn't matter what the time was, Teina would be found walking around the hospice, checking all was OK. And if you had a question about ANYTHING to do with Mercy, be it the provenance of a particular tea set from the Sisters or why we preferred one contractor over another, Teina knew the answer.

There was no conversation too long or too small for Teina. I recall it always taking her at least 10 minutes to walk from her office to mine, normally a 30-second walk, because she would stop to connect with people. She was the epitome of a comfortable cup of tea.

Teina was so very much more than her illness. Even after her diagnosis, it was never about Teina. She was concerned about how to give Mercy her best, even when she was only able to work from the couch. I have learned so much from Teina, how to be patient, how to be more kind, how to embrace the softer side of life. I think Teina's legacy will live on for a very long time, and rightly so."

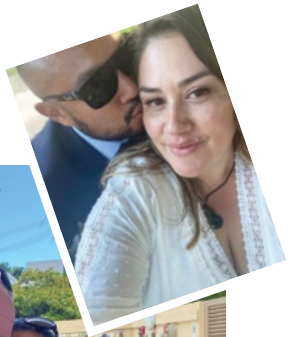
Caroline White
Chief Financial Officer

Teina Stewart, Mercy Hospice, 1994.

A book entitled "Thoughts for Teina" has been in left in the chapel at Mercy Hospice and is open to anyone who wishes to contribute comment. This will be presented to Teina's family in due course.

Making the most of every moment

Hayley McCarthy's decision to celebrate her wedding at Mercy Hospice made it a dream come true for her and her mum, Col.



Hayley McCarthy's mum, Col, stayed with Mercy for five weeks in Feb 2021. Around the same time, Hayley decided to get married and wanted to include Col in the celebrations, but she was unsure if this would be a possibility due to Col's levels of consciousness.

> *"...she'd barely eaten or woken in the days leading up, so we didn't know if she'd make it to that day, let alone be awake and present!"*

However, as soon as Mercy staff heard about Hayley's plans, things started to happen.

> *"...staff were asking what we wanted to do, how they could help. One of the doctors helped us apply for an urgent marriage license, which got approved the same day! On the morning of the wedding, I visited Mum and one of the nurses had made a beautiful bouquet and the drinks trolley made a special trip to greet us in Mum's room. I didn't know anything about it, so I was blown away and in tears when she showed me a room that was beautifully decorated with ribbon and flowers! When I was getting my hair and makeup done, Kristina from the Fundraising team asked how they could make our day extra special. She let us use her office, kept the kids entertained, provided music for the ceremony – stuff I hadn't even thought about! She set up food, the cake table, and so much more, and just kept popping in to help out."*

Then on the day itself, it all came together.

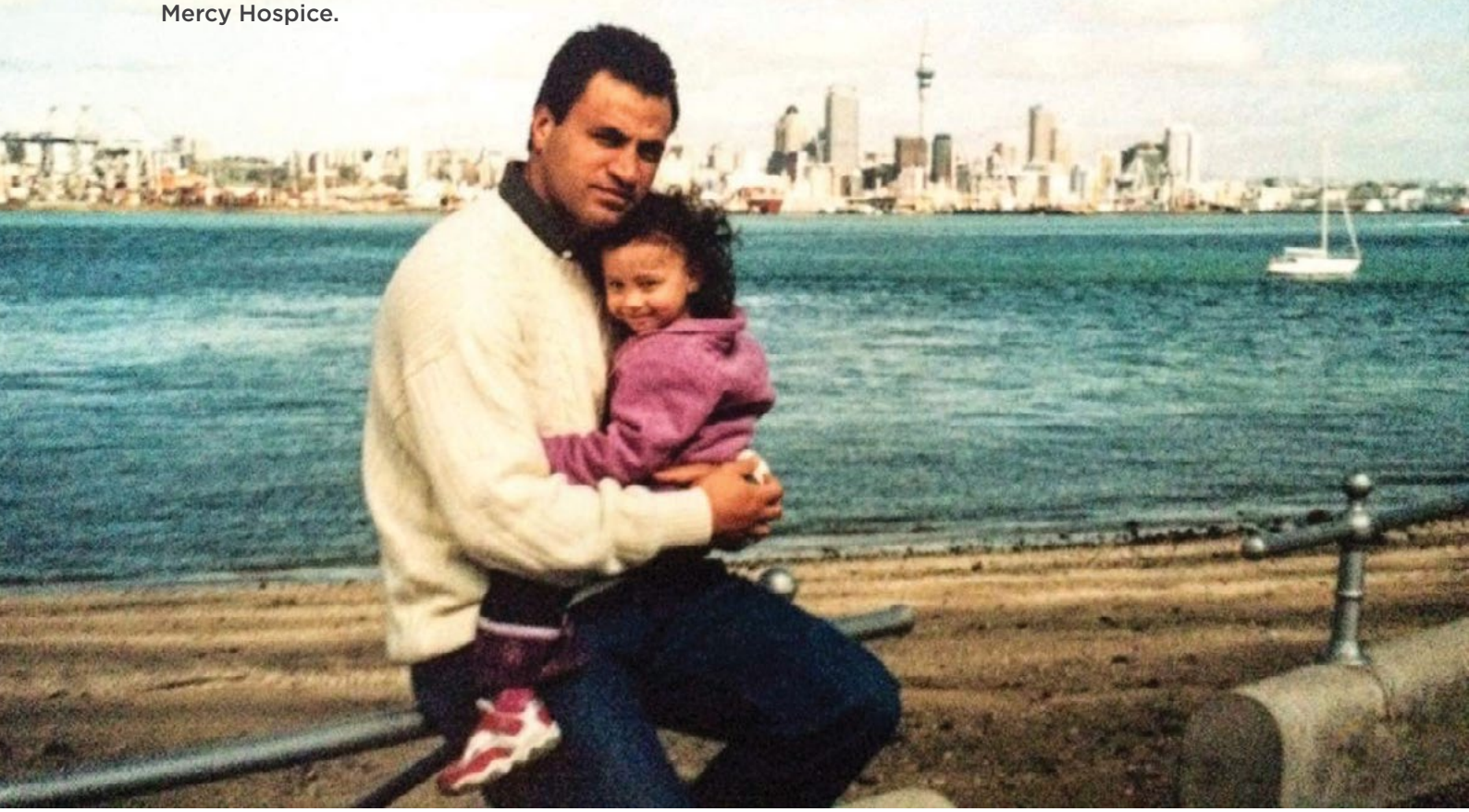
> *"...Mum was asleep at first but as soon as the music started, she woke up to see Dad walking me down the aisle. Mum was blowing kisses to us and afterwards she was ready to party! She was really excited about the cake. She ate, raised her glass for a toast, even had a little boogie in her bed. We all did a dance for Mum too...the bus stop, a dance she was well known for. She was the bus stop queen!"*

I asked Hayley what it meant to be able to share this time with her Mum. She replied:

> *"...We were so fortunate to have our wedding at Mercy and have Mum present. She was there for 5 weeks so we had lots of time to get to know everyone. She loved the outdoor area. It always felt like we were on holiday in Santorini! It was really special to be able to have our wedding there with family and friends. For most, this was the last day they got to spend with Mum as we went into lockdown that night. We are so thankful. My Dad especially, was so grateful for everything Mercy did for Mum and for him."*

I had the best dad.

It is such a privilege to be able to share this account of gratitude and love from Antonia Guttenbeil, whose father Jason passed away at Mercy Hospice in 2018. Thank you also to Dain Guttenbeil, Antonia's uncle, who continues to provide invaluable cultural insights and learning to the whole team at Mercy Hospice.



I had the best dad. Fishing, diving, and golfing were his favourite activities. He was the go-to parent coach for my brother's soccer teams, and he was my biggest supporter at the netball courts. He cooked the best food and loved his ESPN documentaries. Our summers were spent camping at Whananaki with all our whānau where Dad would catch crays for breakfast and take us rock climbing to the mermaid pool.

In April 2017 my dad, Jason was diagnosed with terminal lung cancer. Our whole world changed. Our once active and healthy Dad was unable to move from the couch for months. The time that followed was a rollercoaster of good and bad days, weeks, and months.

In February 2018 I had my first day of university. The same evening, Mum and Dad told me that Mercy Hospice would be the next step. To be honest, I barely knew what hospice was. I thought it was a place for old people. Why would my dad be going to hospice? It was very confronting learning that hospice would likely mean the end.

313

Average number of people cared for at any one time

April 2020-March 2021 data

Mercy Hospice
Te Korowai Atawhai

Three weeks later, things moved rapidly. One morning the ambulance arrived, and I rode with Dad to Mercy Hospice. It was my first time there. We settled into a room, and I remember feeling overwhelmed and confused. I had no idea if this meant he was going to die today or if we would be going home. I had no clue what was going to happen next.

As a child, never having seen death before, I feared what was to come. A kind doctor spoke with Mum and I. I asked her what happens when someone's dying. She explained what the nurses would do to care for him, how he was being impacted and how it will likely be when he takes his last breaths. She explained it with empathy and with truth. I needed someone to take the uncertainty away and she did as best that someone can in that situation. In a completely overwhelming couple of hours, she helped me in all the ways she could.

We were at Mercy Hospice for 6 days. My mum, brothers and I slept by my dad's side every night. The staff offered to make the room as comfortable as possible for us. I was able to take a shower every morning and it was these little things that made it possible to stay comfortably by Dad's side.

Downstairs my whānau were able to stay 24/7. We had mattresses set up marae style where whānau could stay each night. Knowing that my

immediate family were with us was a comfort that I realise now was very necessary for me. It meant my uncles could come up to the room in the early hours of the morning so I could finally sleep peacefully knowing they were with him. It meant my aunty and uncle had space to provide kai. It meant support was never far. It meant that I felt safe and protected by my family.

Finding your space and your voice as a child to a dying parent is hard.

Being at Mercy Hospice was hard. Finding your space and your voice as a child to a dying parent is hard. We have big families and there was a lot going on. It's easy as children to feel like spectators. I was lucky to have my dad's brothers and sisters to remind me that I had a right to spend time with my dad in this time. I needed my whānau around so I wouldn't be lost in the overwhelming situation. For me that was the value of having our whānau space at Mercy Hospice.

"I was lucky to have my dad's brothers and sisters to remind me that I had a right to spend time with my dad in this time. I needed my whānau around so I wouldn't be lost in the overwhelming situation."

On the morning of March 26th 2018, my dad, Jason passed away with my mum, brothers and I at his side. I was 18, and my brothers 15 (Alex), 11 (Jaden) and 5 (Lucas) years old. Losing a parent is a devastating experience. I needed to be held by my whānau and as kids we needed our whānau to be there for my mum. As the child, I did not know how to immediately console my mum who lost her husband and nor could she be focused on consoling all four of us children who had lost their dad. It was having my cousins, grandparents, aunts, and uncles there to hold us that I am grateful for.

Almost four years after my dad's passing, hospice is still a part of our lives. We have since had a family counselling session, visited the porcelain tui in his name in the courtyard, walked in the 2019 fashion show, and shared our experience to the wider Mercy Hospice team.

"I see hospice now as not just the place my dad passed, but a place of love, kindness, empathy, and whānau"

Looking back at our time at hospice, I can't explain the immense gratitude that I have for the quality of care and aroha given to our whānau. I see hospice now as not just the place my dad passed, but a place of love, kindness, empathy, and whānau. That week was the hardest time of our lives and Mercy Hospice was there for us.

How many family support visits?

4,931

April 2020-March 2021 data

Mercy Hospice
Te Korowai Atawhai

Do you have a Mercy story you would like to share with readers of Mercy Matters?

Send your story and images to **hello@mh.org.nz**.

Notes to Antonia's story by Dain Guttenbeil (Antonia's Uncle).

Antonia was able to share her experience as a child of a patient, and from both a Te Ao Māori and Te Ao Pasifika value base.

With the board and executive of Mercy Hospice, we were able to share insights around the positives and areas where more help could be offered. A part of this help is to better educate communities about hospice, that it is a place of so much love of Aroha and Awhi, that it is not just pain management and a dignified end.

We were fortunate to have a Pasifika, Māori family who wrapped everyone in a Korowai of support and love in the hardest times. Yet navigating cultural differences as a Samoan, Tongan, Māori and European whānau were often very tiring and daunting for Trish, Jason's wife, in a time that was so traumatic and tiring. We highlighted that support for the closest immediate family members to manage cultural needs along with their own immediate family needs to be with their loved one in these last days was likely not well understood. We suggested that having strong competence available to support the immediate family and navigate a diversity of cultural values we felt was an opportunity to support others like ourselves.

We also felt that increasing this competence within Mercy Hospice would only work to improve how the values of our Māori and Pasifika cultures that are so full of love and support, that are treasures belonging to all New Zealanders, are integrated in the Korowai that Mercy Hospice wraps around people and their families. We are fortunate in New Zealand to be able to integrate the cultural values of many parts of the world to Awhi one another. To guide and care in a way that is uniquely Aotearoa New Zealand. A way of being that we continue to champion and celebrate as Te Korowai Atawhai Mercy Hospice.

Thank you to the following Trusts and Foundations

who have supported Mercy Hospice through generous grants:

- Duo Trust
- Estate of Ernest Hyam Davis and Ted & Mollie Carr Endowment Trust – Perpetual Guardian
- Four Winds Foundation
- Hospice NZ Grants Programme, supported by Harcourts
- Hugh Green Foundation
- J A Redwood Charitable Trust – Perpetual Guardian
- Joyce Fisher Charitable Trust
- Lottery Grants Board
- N R & J H Thomson Charitable Trust – Perpetual Guardian
- Peter & David Picot Charitable Trust
- Ralph and Eve Seelye Charitable Trust
- The Sir William and Lady Lois Manchester Charitable Trust
- The Lion Foundation

Lights to Remember

A cascade of lights adorning a large oak in the grounds of College Hill was the stunning centre piece for Lights to Remember, last year's Christmas fundraising campaign. And what a wonderful way, after all the disruptions and frustrations of 2021 to end the year and focus on things that matter most to each of us: relationships.

Thank you so much for all your beautiful words and generous donations, which amounted to more than $67,000 towards continuing the care for those facing life-limiting illnesses and their families. A huge shout out goes to the wonderful team at BNZ who boosted the total by running a Double Donation Day during the campaign.

Lights to Remember is the start of a yearly Christmas tradition at Mercy Hospice, which is hoped, as greater levels of freedom return, to grow in scale so that more trees can be covered in these magical lights of remembrance and more of the local community can come and see them. Wouldn't it be amazing to have hundreds, even thousands of Aucklanders visit Mercy's Lights to Remember as part of their yearly Christmas traditions?

Thank you again, it was such a privilege to read your precious dedications and to share these with our wider community of supporters. Looking forward to bigger, brighter things this Christmas.

Lights to Remember

I smile. and shed a tear, when I remember you singing the Christmas Song by Nat King Cole, over a cold beer.

Our beautiful friend, full of life, love and fun. What a privilege to have called you our friend.

I love and miss you every single day Mum you were my world. xxx

To our beautiful Mama and Grandma, we miss you more than words can ever say.

Miss you more each day. Love you so much RIP My darling xx.

Thank you for being my Nonna. I'm so looking forward to seeing you one day.

For Jane and Brendan Schollum. Wonderful parents and grandparents, always in our hearts xx.

Missing you as always, even more so at Christmas, you all used to fill our homes with much laughter and love.

Your hospice needs you!

There's no doubt about it, it has been a rough time for our volunteers recently. With many of our valued and committed volunteers being rightly cautious, Retail especially, has had its share of vacancies, but slowly, people are getting back into the groove of their volunteering routines.

After the big lockdown in August, finding volunteers was a scramble for the retail shops. A call was put out to some of our local secondary schools, and we were thrilled to accept 35 wonderful student volunteers who stepped up to get us through the Christmas and New Year period. Thank you all so much for helping, it is lovely to have the youth factor in the shops too!

Looking forward to this year, only time will tell how things pan out, but staff are positive, the volunteers are buzzing, and the shops are filled with amazing stock to sell. So many people had big clean outs and declutters over the lockdown period, and we are thrilled to have quality merchandise for our customers to purchase.

We are in need of passionate volunteers. If you have ever considered volunteering in one of our lovely shops, please don't hesitate to reach out. We would really appreciate your commitment to the cause. The more the merrier with **a few of our shops still very short of volunteers**. You can pop into one of the shops or contact Sue Campin directly for an application: **scampin@mh.org.nz** or by calling **09 376 7574**.

One of our fabulous new volunteers, Karin Won, who has recently moved to Auckland from Wellington. We are thrilled to have her join our wonderful team of Retail Volunteers!

521
VOLUNTEERS
gave their time for Mercy Hospice services in 2020/2021

40 FUNDRAISING

358 RETAIL

195 PATIENT CARE SERVICE

April 2020-March 2021 data

Mercy Hospice
Te Korowai Atawhai

Support from the Mercy Hospice community

Another fun way to support Mercy Hospice is by running your own fundraiser. Here's a selection of creative ways our amazing supporters have been raising money recently.

Switch & Ditch

Organised by hospice volunteer, Meryle Kenny at her retirement village, residents made donations to switch their pre-loved clothes for others. More than $200 was raised for Mercy Hospice. Fabulous result Meryle, thank you so much.

Powerlifting for Mercy

Amanda Parish was so grateful for the care provided for her mum and whānau that she wanted to give back. Amanda is a POWERLIFTER so on Dec 11 last year she attempted to beat her maximum squat, bench press and deadlift, and raised an incredible $2,640. Superb!

Richmond Road School

The student council at Richmond Road School in Ponsonby raised $509 for Mercy Hospice after running a series of Sausage Sizzles at their school. Great job guys!

Auckland Marathon

Justine Verrall, one of Mercy's amazing Health Care Assistants ran 12km in January and raised over $1,105 for Mercy Hospice. What a legend!

And still in the fundraising pipeline:

Mufti for Mercy

Perhaps you're on the PTA, a teacher, student or parent. Why not organise a Mufti Day for Mercy Hospice? Students can wear their own clothes to school for a day in exchange for a gold-coin donation to Mercy Hospice.

Tap to Donate

Do you own or work for a customer-facing business that uses cash registers? A Tap to Donate machine from Mercy Hospice shows your customers how much you care for your local community, building trust and engagement while raising vital funds. To find out more, please get in touch using the contact details below.

For more information and ideas about setting up your own community fundraising event, contact our friendly fundraising team on 0800 888 474 or email getinvolved@mh.org.nz.

How many community nurse visits did we make?

5,484

April 2020-March 2021 data

Mercy Hospice
Te Korowai Atawhai

Your donations to Mercy Hospice can grow by up to 48% thanks to TaxGift.

Did you know that all charitable donations attract tax credits, which can be reclaimed at the end of each tax year? Did you also know that these credits can be re-gifted to the same charity that received your original donation, and that thousands of dollars remain unclaimed each year? It's even possible to gift historical credits that have remained unclaimed over the past four years. Those are funds that could otherwise provide vital clinical supplies and palliative services to patients and their loved ones.

To help you help more Aucklanders continue receiving free palliative care and support from Mercy Hospice, we have joined forces with an organisation called TaxGift. And all it takes to re-gift your tax credits is completing a short form on our website.

For more information, and to complete the short form to re-gift your accumulated tax credits, please visit www.mercyhospice.org.nz/taxgift

Thank you!

Thank you to all our Mercy Hospice supporters including our volunteers. We could not do it without you.

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HUGH GREEN FOUNDATION

BARFOOT&THOMPSON

mansons TCLM LIMITED

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MILLENNIUM HOTELS AND RESORTS

Coll Electrical ltd

PASCOES THE JEWELLERS

Hospice New Zealand's supporters and sponsors

BNI

Dilmah

Rothbury

CRAIGS INVESTMENT PARTNERS

LINKHEALTHCARE

Continuing the impact

A better quality of life is possible for Central Auckland's palliative care patients, and there are lots of ways you or your organisation can make this happen when you turn your compassion into action:

Give a regular gift

A monthly donation provides reassurance to whānau that their loved ones will receive the highest level of care during these uncertain times. You can make your monthly gift via direct debit, from your bank account, or through payroll giving. Visit **mercyhospice.org.nz** or call **0800 888 474** to donate today.

Give a one-off gift

You can make a one-off donation from your debit or credit card at **mercyhospice.org.nz**. Call **0800 888 474** or email **getinvolved@mh.org.nz** to discuss other ways to donate.

Leave a gift in your will

After taking care of your family, please consider leaving a portion of your estate to Mercy Hospice. No matter the size, your gift will ensure that those in our community needing palliative care receive it with the utmost professional skill and respect. To find out more, please contact Renee Pickering on **021 226 2798** or **rpickering@mh.org.nz**

Volunteer

There are a variety of ways to donate your time to Mercy Hospice, including: providing transport, offering companionship, making phone calls, massage, writing life stories or working in one of our retail shops. Call **09 376 7574** or email **volunteer@mh.org.nz** to find out more.

Fundraise for Mercy

A fun way to support Mercy is to run your own fundraising event or get sponsored to take part in a challenge. Call **0800 888 474** or email **getinvolved@mh.org.nz** to find out more.

Support through your business or workplace

There are many ways to support Mercy through your business or workplace; sponsorship, funding critical services and medical equipment, volunteering, payroll giving and much more. Call **0800 888 474** or email **getinvolved@mh.org.nz** to find out more.

Join Mercy's online communities

Facebook
@mercyhospiceakld
@Mercyhospiceshopnz

Instagram
@mercyhospiceakld
@Mercyhospiceshopnz

LinkedIn @company/mercyhospice

To find out more about how you can support Mercy Hospice visit **mercyhospice.org.nz**

2022 DATES FOR YOUR DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

March 4	Tennis for Mercy
March 6	Round the Bays
March 12	Leap for Life
May 16-22	Hospice Awareness Week
May 22	10 – A Celebration of Tastes

You are receiving this newsletter because of your previous support of Mercy Hospice. If you don't want to receive it in the future or you would prefer to receive a digital version, please contact the fundraising team on **getinvolved@mh.org.nz** to update your preferences.

4 easy ways to donate

1 Mail the coupon to Mercy Hospice
61 College Hill, Ponsonby
PO Box 47693, Ponsonby

2 Call **0800 888 474**

3 Donate online at
www.mercyhospice.org.nz

4 Internet banking
BNZ 02 0100 0815020 00
Please include your reference number and confirm your gift by email to:
donations@mh.org.nz

While cheques are no longer accepted at banks, you still have four donation payment methods to choose from. You can mail the completed form on this page, call us, donate online or complete an electronic banking transaction. If you would like any information about these methods, please call our friendly team on 09 361 5966.

Yes! I would like to make a donation so that every patient feels safe and protected by our highly specialised palliative care.

Step 1 My Gift

My choice $

Step 2 Donation Frequency

- ☐ One-off
- ☐ Monthly by credit card

Step 3 My Payment

☐ Debit my credit card (circle):
Visa or Mastercard or AMEX

Card number

Name on card

Signature

Expiry date / CVC

Step 4 My Details

Title | First name

Surname

Date of birth

Address

Email

Phone

Reference

Donations of $5 and over are tax deductible and will be receipted.
Charities Commission # CC31621